

# ADA Paratransit Briefing

TPB Board Meeting  
April 26, 2007

March 22<sup>nd</sup>, 2007

Operations & Oversight

# “Complementary Paratransit”

- Americans with Disabilities Act (1990)
- Demand Responsive service for persons unable to use fixed-route system
- Origin – to – Destination
- Required to provide service within  $\frac{3}{4}$  mile of fixed route (including rail but not commuter bus/rail)
- Required to mimic service hours of fixed route
- Service required for “ADA Paratransit Eligible” persons only

# Required Service Criteria

- Service “Comparable” to fixed route in terms of:
  - Service Area
  - Response Time
  - Hours and Days of Service
  - Fares (Capped at 2x Base Fare)
  - Any Trip Purpose
  - No capacity constraints

# Level of Service

- Response Time
  - Reservations During Normal Business Hours
  - Can Require 1 Hour Flexibility in Pick-Up Time
  - Subscription service – no more than 50%
- Typical Performance Measures:
  - Travel Time
  - Missed Trips
  - Trip Denials
  - On-Time Performance

# Eligibility Requirements

U.S. DOT's ADA regulations provide three categories of paratransit eligibility:

***All three categories include people who may be able to ride mainline transit for some trips and not for other trips.***

1. Category 1 = People who can't travel on the bus or train, even if it's accessible, because of a disability
2. Category 2 = People who need an accessible bus or train
3. Category 3 = People who have a specific disability-related condition

# The Atlanta Region

- 4 Paratransit Providers
  - Cobb Community Transit (CCT)
  - Clayton County Transit (C-TRAN)
  - Metropolitan Atlanta Rapid Transit Authority (MARTA)
  - Gwinnett County Transit (GCT)

# Cobb Community Transit

- 1159 Eligible Customers
- 3 Year Eligibility
- Contractor Eligibility
- \$2.50 fare (with Local Bus Transfer Privileges)
- No Transfer to MARTA (Fixed Route Only)
- Curb – to – Curb /  $\frac{3}{4}$  Mile

# Clayton County Transit

- 227 Eligible Customers
- 2 Year Eligibility
- Staff and Contractor Eligibility
- \$3.00 fare
- Transfer to MARTA at College Park Station
- Curb – to – Curb /  $\frac{3}{4}$  Mile



# MARTA

- 5061 Eligible Customers (50% active)
- 2 Year Eligibility
- Staff Eligibility Specialist
- \$3.50 fare (Free Fixed Route)
- Free Transfer from Regional Services
- Curb – to – Curb and Feeder Service /  $\frac{3}{4}$  Mile

# Gwinnett County Transit

- 358 Eligible Customers
- 2 Year Eligibility (May Change to 5)
- Contractor Provides Certifications
- \$3.50 Fare
- Transfer to MARTA at Doraville Station
- Curb – to – Curb /  $\frac{3}{4}$  Mile

# Regional Paratransit Statistics

<i><b>FY 2005 Annual Statistics</b></i>	<b>Operating Expenses</b>	<b>Fare Revenue</b>	<b>Passenger Miles</b>	<b>Unlinked Trips</b>	<b>Vehicle Revenue Hours</b>	<b>Vehicles</b>
<b>CCT</b>	\$2,486,133	\$111,840	650,242	61,160	33,020	15
<b>C-TRAN</b>	\$870,823	\$22,026	217,586	13,507	11,960	6
<b>GCT</b>	\$382,751	\$5,788	23,211	6,828	5,007	8
<b>MARTA</b>	\$10,711,002	\$475,707	4,312,483	336,028	205,962	110
<i><b>Regional Total</b></i>	<b>\$14,450,709</b>	<b>\$615,361</b>	<b>5,203,522</b>	<b>417,523</b>	<b>255,949</b>	<b>139</b>

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# Major Challenges

## Atlanta Regional Paratransit

- Lack of Accessible Sidewalk Infrastructure at Bus Stops Prevent Feeder Service
- High Growth in Ridership
- Congestion
- Jurisdictional limitations
- Coordination with Human Service Transportation

# TPB Paratransit Task Force

## Questions?

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